

# Waiting list support service model

## Community treatment team referral

People on the CTT waiting list for clinical intervention.

People identified for support following initial CTT assessment.

## First contact (2 working days from referral)

Community Mental Health Support Workers – intervention and support to manage difficulties relating to mental health.

Initial contact by telephone to introduce the service, gain consent, and agree first appointment.

Agree first appointment and outline what to expect.

## Initial appointment (5 working days from first contact)

Person-centred, collaborative agreement of goals.

Intervention plan agreed with individual.

Completion of initial Patient Reported Outcome Measures (PROMs).

Self-management / safety plan co-created, with advice for who to contact in a crisis.

## Emotional and practical interventions (lasting 3-6 months)

Delivered in person or via video call or phone.

Evidence-based interventions: emotional regulation, anxiety management, graded exposure, behavioural activation, bereavement support.

Interventions intended to develop self-management of mental health difficulties, resilience and coping skills.

Support and signposting to resolve practical issues impacting on mental health.

Person is introduced to other local community services for additional support and social connections.

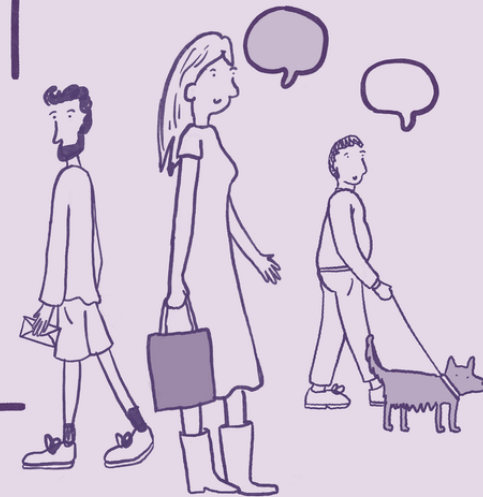
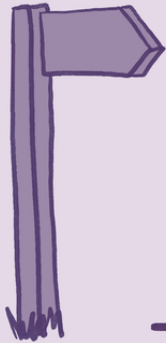
## Recovery journey

Person is stepped down once interventions are complete and initial goals are met.

Ongoing wellbeing journey is facilitated through signposting and referral into community partner.

Final Wellness Recovery Action Plan (WRAP) and/or Safety Plan co-produced with the person.

Final PROMs taken to measure intervention effectiveness.



## Service model enablers

Service delivered in partnership and regular communication with CTT, to ensure that the person's needs are effectively met.

Clinical Referral Team (CRT) can be accessed for assessment and management of complex cases if risks increase.

Service design is aligned to the NHS England national 4-week waiting list targets and national guidance on the use of PROMs in mental health services.